

<b>Notice of References Cited</b>		Application/Control No.	Applicant(s)/Patent Under Reexamination	
		09/783,197	MCSHERRY, JAMES	
		Examiner	Art Unit	Page 1 of 2
		Scott L. Jarrett	3623	

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	X	Foley, John, Holding the Customer -- Companies turn to data warehousing, automated call centers, Web sites, and integrated apps to keep customers smiling and buying - Industry Trend or Event, Information Week, n6761, page 34, March 2, 1998

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)

Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

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